

# MY VOLUNTEER

Working for The Mid Yorkshire Hospitals NHS Trust

## WAKEFIELD INTERMEDIATE CARE UNIT BEFRIENDING SCHEME



*Dear Ward Befriender*

# **Welcome to The Mid Yorkshire Hospitals NHS Trust Wakefield Intermediate Care Unit Befriending Scheme**

## **Wakefield Intermediate Care Unit (WICU)**

We provide intermediate care in the community for patients in the Wakefield district, 24 hours a day, 7 days a week. These services provide short-term specialist care to people who have been discharged from hospital but need extra support, care and rehabilitation before they go home or to the place where they normally live.

Nurses, doctors, occupational therapists and physiotherapists carry out assessments, treatments, rehabilitation and regular reviews with the support of social workers, dieticians, pharmacists and support workers to ensure individuals are at their optimum and safe to be discharged from the unit to home or their preferred place.

If required we link with external services to provide on-going support when patients leave intermediate care, such as carers, therapists, social worker, Age UK, carers Wakefield.

## WAKEFIELD INTERMEDIATE CARE UNIT PHILOSOPHY

*"A multidisciplinary team working as one to provide holistic care, underpinned by patient-centred principles and best practice. "The Trust values and behaviours are embedded in everything we aspire to; enabling patients to heal, improve and grow in confidence to leave the unit to their preferred place of discharge in a timely way."*

## **WAKEFIELD INTERMEDIATE CARE UNIT (WICU) CONTUNIED**

As a new volunteer to our Trust we extend a warm welcome to you and are delighted that you have chosen to provide us with the benefit of your service, time and talents. The volunteers in Mid Yorks Trust are highly valued and respected and our dedicated volunteers are an integral part of our patient care helping us to enhance and enrich the care that we offer to our patients.

This booklet is designed to help support you on the Wakefield Intermediate care Unit in your role as a Befriender.

Befrienders are trained volunteers who alongside staff on the ward visit patients who may be feeling isolated, lonely and vulnerable due to a long admission or no visit from family or friends. The role of Befriender primarily is to offer social and emotional support to the patients on the unit. Please be aware that the role of the volunteer befriender is designed to support the patient needs as opposed to a friend where the relationship focusses on the needs of both people.

The Wakefield Intermediate Care Unit Befrienders can also refer patients to charities/services in the community who will continue to provide a Befriending Service upon discharge from the hospital. The Ward Befrienders enhance our patient care as well as support our staff with the range of duties that they undertake.

# WHAT IS A BEFRIENDER?

The Wakefield Intermediate Care Unit Befrienders contribute to the caring and compassionate ethos that the hospital strives to embed on the Wards and in our Out-Patient departments. The warm smile and compassion that you bring is appreciated beyond measure.

Please do read the handbook as it contains lots of useful information that can support you in your role. We are always looking at ways to develop and improve this scheme so please do share your thoughts/ ideas on how to improve the scheme further to benefit our volunteers and patients alike.

Please do contact us if you would like any further information or training to support you in your role as a Befriender.

**Julie Herrick – Therapy Lead Wakefield Intermediate Care Unit; 01924543520**

**E: [Julieh.herrick@midyorks.nhs.uk](mailto:Julieh.herrick@midyorks.nhs.uk)**

**Vikki Padgett – Voluntary Services and Work Experience Manager – 01924 543450**

**E: [Vikki.padgett@midyorks.nhs.uk](mailto:Vikki.padgett@midyorks.nhs.uk)**

**Gwen Shackelton – Voluntary Services Co-ordinator 01924 543453**

**E: [gwen.shackelton@midyorks.nhs.uk](mailto:gwen.shackelton@midyorks.nhs.uk)**

# WICU BEFRIENDER DUTIES

## BEFRIENDERS CAN

- Help to make and serve beverages for patients as advised by staff.
- Help with patients' nutrition and hydration needs at staffs' discretion. (on completion of the Nutrition and Hydration Course)
- Sit and chat to patients encouraging the patient's to engage in social activities such as dominoes, craft activity, music, interactive TV, conversation and chat!
- Find out information which can support the patient upon discharge – links to community befriending schemes – community services ie AGE UK.
- Read with patients using IT equipment or newspapers, books etc. Help patients with letter writing, telephone calls to family / friends.
- Assist the nursing staff when appropriate. –(Ward Clerk Admissions desk – information point for the Ward on weekends, evening shifts).
- Support the therapists in groups to increase engagement and prevent social isolation

Help patients with the interest checklist/patient feed-backforms essential for understanding their preferences or any worries whilst at the unit

## BEFRIENDERS CANNOT:

- Take patients to the toilet.
- Lift and move patients.
- Provide any hands on care.
- Stay with patients alone behind closed curtains.
- Chaperone patients on their own.
- Empty bed pans/bottles – can alert staff to patient needs.

# UNIT BEFRIENDER ROLE PROFILE

## **ROLE**

To enhance and enrich patient emotional health, wellbeing and overall hospital experience.

## **AGE REQUIREMENT**

You are required to be 16+ for this role

## **HOURS - 7 DAYS A WEEK**

Morning shift 08:30 – 12:30 hours

Afternoon shift 11.45 am – 16.30 pm

Evening shift 16.30 pm – 19.30 pm

We would ask for a regular commitment of 3 - 4 hours per week on a set day. This could be a morning, afternoon or evening. However, if you are able to commit more time that would be warmly welcomed.

## **SUMMARY OF THE ROLE**

This service allows us to provide friendship and support to patients in the ward environment. All our patients are cared for with respect and dignity. Volunteers provide services which contribute towards holistic patient care and add to the overall quality of service provided to patients. Volunteers complement paid staff, they do not supplement them.

This volunteering opportunity will greatly enhance your experience in life, involving you in your community. Creating new friendships in a caring supportive environment.

## UNIT BEFRIENDER ROLE PROFILE CONTINUED

### TYPICAL TASKS

- Volunteers to help with patients' nutrition and hydration needs at staff's discretion, following the two hour nutrition and hydration course.
- To make and serve beverages for patients as advised by staff.
- To sit and chat with patients; to find out information which will support patient discharge and improve discharge experience.
- Encourage patients' social activity such as draughts, dominoes, craft activity, music etc.
- Read with patients, use of patient IT equipment etc.
- Help patients with letter writing, telephone calls to family/ friends etc.
- Role specific training as developed.

### SKILLS AND ABILITIES

- Excellent listening and communication skills
- Be well motivated with a positive attitude
- Patience
- An interest in people
- Excellent time keeping skills
- Understanding of confidentiality
- Calm and patient manner
- Reliable with a good sense of humour
- Previous experience in organising social activities would be an advantage.

## TRAINING

- Dementia awareness
- Nutrition and hydration
- Safeguarding level 2 training
- Role specific training as developed

## DRESS CODE

- As per Dress Code Policy. ID badge and Volunteers tabard or polo shirt must be worn at all times to clearly define role of volunteer for patients.

### **If you are interested or for further information please contact:**

Voluntary Services Department, Pinderfields Hospital, Aberford Road,  
Wakefield, WF1 4DG,

Tel: 01924 543451

E-mail: [volunteer@midyorks.nhs.uk](mailto:volunteer@midyorks.nhs.uk)

# UNIT BEFRIENDER TRAINING

## ACCEPTANCE

Befrienders must try and accept other people without judgement. Awareness of ourselves and our character will make us more aware of others, and accepting who they are and what they stand for. Be genuine and be yourself!

## WARMTH

A warm person will usually come across as genuine. Being warm doesn't have to mean being demonstrative and overenthusiastic, especially if this doesn't come naturally to you. It does however mean respecting others and accepting who they are and what they stand for. Be genuine and be yourself!

## LISTENING AND COMMUNICATION SKILLS

Active listening means using a set of skills which encourage the person to whom you are listening to talk and to help them feel heard and understood. Active listening is about building trust and establishing a rapport.

## TIPS FOR ACTIVE LISTENING

- Maintain eye contact
- Stop talking and avoid interrupting
- Sit/stand still, be attentive
- Nod your head to show you understand
- Lean slightly towards the person to show you are interested
- Check for understanding by repeating information and asking questions for clarification

## EMPATHY

Empathy is the ability to recognise and understand how another person feels. There are two components of empathy: recognising the feelings and then communicating to the speaker that you understand and acknowledge how they feel. It does not mean you share their feelings - this is sympathy. You can show empathy through gestures, facial expressions, appropriate touch and words.

## EMPATHIC RESPONSES

- That must be difficult for you
- I'm not surprised you feel anxious
- I imagine you were very frightened
- I bet that was a shock

## OPEN QUESTIONS

Open questions are questions which cannot be answered with yes or no. Many of them begin with why, where, who etc. .... Open questions can be compared to closed questions, which need only yes or no answers.

## OPEN QUESTIONS

- How are you feeling?
- How may I help you?
- Are you feeling better?

## **WARD BEFRIENDER LISTENING TOOL**

**A useful listening tool. . . . .**

**S A R A H**

- Say Hello I am**
- Ask how are you**
- Repeat what has been said**
- Ask what would you like to do**
- Help them make a plan**

# INFECTION CONTROL ON THE WARD

- The Trust infection control policy upholds to be bare below the elbow on the Ward. Clothing must end at the elbow, no wristwatch, a wedding band may be worn. Please use the hand sanitizers on entering and leaving the Ward.
- Do not enter a room/bay that is marked up for Infection Control (yellow cross and notice) without seeking staff's approval.
- Check with Safety Guardians regarding patients for Diabetes
- Look out for the blue Forget me not flower to indicate Dementia and please do read the patients' Dementia awareness passport. This will hold information about the patient ie: what they like to be called.
- If you have a cold/chest infection or virus ie stomach bug please do not come onto the Ward but ensure that you are well before coming in.

# WARD BEFRIENDER USEFUL INFORMATION

## USEFUL INFORMATION WHILE WORKING ON THE WARDS

Befrienders must try and accept other people without judgement. Awareness of ourselves and our character will make us more aware of others.

- The Trust is a no smoking organisation. Smoking is not permitted anywhere within Trust premises
- Long hair tied back
- Sensible full shoes
- No denim
- No shorts
- Wear yellow volunteer polo shirts/tabards while on duty with name badge
- No nail varnish
- No jewellery other than a small wedding band/earrings
- No chewing gum

**As well as appearance and dress general attitude and behaviour should reflect and demonstrate the Trust values/behaviours of:**

**Meaningful Communication** – effective communication

**Recognition and Appreciation** – value, respect to all volunteers, colleagues, patients, visitors and relatives

**Learning and Development** – to learn from mistakes and incidents and transfer into practice

**Presentation of self** – an ambassador for voluntary services and the Trust

**Caring Organisation** – to inform and involve colleagues, patients, visitors and relatives wherever appropriate.

**Confidentiality** – Respect patients' confidentiality at all times

**Partnership and Team Working** – To work collaboratively for the benefit of patients' visitors, relatives and the Trust

**Achievement** – To adhere to Trust policies and procedures

# USEFUL CONTACT INFORMATION

## **Carers Wakefield & District,**

25 King Street, Wakefield, WF1 2BR

Telephone – 01924 305544 – Building Caring Communities

## **Healthtalk.org**

Website: [www.healthtalk.org](http://www.healthtalk.org)

Provides reliable information about health issues, by sharing people's real life experiences.

**AGE UK** bereavement advice and support - 01977 552114

Monday – Pontefract Library Shoemarket, Pontefract WF8 1BD

Drop in advice and support group. 10.30am to 12.00 noon

Lock Lane centre

## **AGE UK Wakefield District**

Back William Street, Castleford WF10 2LW

Drop in session and support group 10.30 am – 12.00 noon

## **St George's Community Centre,**

Broadway, Lupset, Wakefield WF2 8AA. Drop in advice session and support group. Wednesday:

1.30 pm – 3.00 pm.

**AGE UK Wakefield District – 'a local charity for local people'** Combating

isolation and providing care for older people. – Befriending service along

with a range of community based activities. 7 Bank Street, Castleford, WF10

1JD – t 01977 552114 f 01977 518549 E [admin@ageukwd.org.uk](mailto:admin@ageukwd.org.uk)

**Social issues** – Social care direct – 0845 8503 503

**Telecare** (access via social care direct) – 0845 8503 503

Citizens can contact social care direct if you know someone who appears to need adult social care services in wakefield. social care direct will make an assessment by asking questions over the phone. this gives the customer service advisor all relevant information to consider the help you might need.

**Benefit enquiry line** – telephone advice and information service – 0345 8507 507 or 0800 882 200

**Care Link** - options include emergency alarms and a visiting support service 01977 788 000

**Wakefield District Domestic Abuse Service** – 0800 915 1561

## HELP AND ADVICE WITH BENEFITS

Pension Credit or State Pension - 0845 6060 265

Attendance Allowance or Disability Allowance - 0345 605 6055

Personal Independence Payments - 0800 917 2222

## HEALTH ISSUES

In an emergency dial 999

NHS Walk in Centre 0845 121 1023

NHS Direct 111

Single point of contact 01924 327 591

## MEALS

Home delivery services are run throughout the UK and deliver frozen meals to people in their home. You can order by phone, post, online or call to order a brochure of foods available.

■ **Oakhouse Foods** - 01756 796336

■ **Wiltshire Farm Foods** - 0800773773

■ **RVS** - 01977 696840

## USEFUL CONTACT INFORMATION (CONTINUED)

### HELP AROUND THE HOME

Services to assist with installing security equipment or maintenance measures:

- Chevin Housing Care and Repair - 0300 5555 561
- Home Energy Team Hotline - 0844 9020 222
- WDH One Call - 0845 8507 507
- Poppy calls (ex service personnel only) 0800 0320 306
- Health Trainers - 01977 665717.

Support, encouragement and motivation on a range of topics including smoking, diet, exercise, drinking, stress, referrals to specialist services and support to access six sessions and groups in the community.

- The Silver Line - 0800 4070 8090. Free 24 hour helpline providing information, friendship and advice for older people.

### ARTHRITIS

Find out more about the help available for people suffering from arthritis by looking on [arthritiscare.org.uk/forum](http://arthritiscare.org.uk/forum). Free and confidential helpline available for Arthritis Care – 0800 800 4050

Monday – Friday 10.00am – 4.00pm

**[www.arthritiscare.org.uk](http://www.arthritiscare.org.uk)**

**email: [services@arthritiscare.org.uk](mailto:services@arthritiscare.org.uk)**

Deb Burns –

Arthritis Care Co-ordinator -

[DebB@arthritiscare.org.uk](mailto:DebB@arthritiscare.org.uk)

Local Arthritis Care Co-ordinator.

## **ALZHEIMER'S SOCIETY LEADING THE FIGHT AGAINST DEMENTIA!**

[Alzheimers.org.uk/volunteers](http://Alzheimers.org.uk/volunteers)

Side by Side a free service provided by Alzheimer's Society to help people with dementia stay active and involved in their local community.

Sign up for Side by Side by contacting the local manager:

T: 01924 4373264

E: [wakefield@alzheimers.org.uk](mailto:wakefield@alzheimers.org.uk)

[Alzheimers.org.uk/sidebyside](http://Alzheimers.org.uk/sidebyside).

### **Citizens Advice Wakefield District - 03444 111 444**

An independent charity which offers free confidential and impartial advice to the citizens of the Wakefield District.

District Office 1st Floor, 27 King Street, Wakefield, WF1 2SR

## **WELL WOMEN'S CENTRE - 01924 211 114**

The Well Women's Centre offers women-only services delivered either from our main centre at Trinity Church Gate or within one of our designated outreach venues within the district.

Well Women Centre 24 Trinity Church Gate Wakefield WF1 1TX

Drop in sessions. Here you will meet with someone one to one and explore what you are looking for, what services we offer and how we can help you.

### **Drop in times are below:**

You do not need an appointment please allow approximately 30 minutes.

Monday evenings – 5.00pm – 7.30pm

Friday mornings – 10.00am – 2.30pm

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## Contact Details:

Voluntary Services – [volunteer@midyorks.nhs.uk](mailto:volunteer@midyorks.nhs.uk)  
Gwen Shackelton – Voluntary Services Co-ordinator  
[gwen.shackelton@midyorks.nhs.uk](mailto:gwen.shackelton@midyorks.nhs.uk)

## Voluntary Services located on floor D

Dewsbury and District Hospital  
Halifax Road, Dewsbury WF13 4HS

Pinderfields Hospital  
Aberford Road, Wakefield WF1 4DG

Pontefract Hospital  
Friarwood Lane, Pontefract WF8 1PL



0844 811 8110 / 01924 541000



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